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423-4

PATENT



## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:  
A. DUTRA, ET AL.

Serial No.: 09/677,604

Filed: December 17, 2001

For: SYSTEM AND METHOD FOR  
MANAGING COMPLIANCE WITH  
SERVICE LEVEL AGREEMENTS  
(NEW)

Art Unit: 2141

Examiner: YUSSUF, Sajid

## AMENDMENT AND RESPONSE TO THE OFFICE ACTION

RECEIVED

Box: Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

APR 19 2004

Technology Center 2100

Sir:

In response to the Office Action mailed on January 13, 2004 ("Office Action"), please amend the above-identified application as follows:

No extension of time or other fees are believed to be due, except as detailed in the attached documents. However, any extension of time necessary to prevent abandonment is hereby requested, and any fee necessary for consideration of this response is hereby authorized to be charged to Deposit Account Number 50-1390.

**Amendments to the Title:** begins at page 2 of this paper.

**Amendments to the Claims:** begins at page 3 of this paper.

**Amendments to the Drawings:** begins at page 11 of this paper.

**Remarks:** begin on page 12 of this paper.

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4-23-4

Serial No.: 09/677,604  
Art Unit: 2141

Attorney's Docket No.: OPE-113  
Page 2

**Amendments to the Title:**

Please amend the title to --System and Method for Managing Compliance with Service

Level Agreements --.

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## AMENDMENT TRANSMITTAL LETTER (Small Entity)

Applicant(s): A. DUTRA, ET AL.

Docket No.

OPE-113

Serial No.  
09/677,604Filing Date  
December 17, 2001Examiner  
YUSSUF, SajidGroup Art Unit  
2141O P E N T E C H N O L O G Y  
SYSTEM AND METHOD FOR MANAGING COMPLIANCE WITH SERVICE  
LEVEL AGREEMENTS (NEW)

RECEIVED

APR 19 2004

TO THE COMMISSIONER FOR PATENTS:

Technology Center 2100

Transmitted herewith is an amendment in the above-identified application.

Small Entity status of this application has been established under 37 CFR 1.27 by a verified statement previously submitted.

A verified statement to establish Small Entity status under 37 CFR 1.27 is enclosed.

The fee has been calculated and is transmitted as shown below.

## CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	39 -	39 =	0	x \$9.00	\$0.00
INDEP. CLAIMS	6 -	6 =	0	x \$43.00	\$0.00
Multiple Dependent Claims (check if applicable)		<input type="checkbox"/>			\$0.00
					TOTAL ADDITIONAL FEE FOR THIS AMENDMENT
					\$0.00

No additional fee is required for amendment.

Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_

A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.

The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. \_\_\_\_\_

Any additional filing fees required under 37 C.F.R. 1.16.

Any patent application processing fees under 37 CFR 1.17.



Signature

Dated: April 13, 2004

Wan-Ching Yen Montfort  
 Shaw Pittman LLP  
 1650 Tysons Boulevard  
 McLean, VA 22102

Customer No. 28970

I certify that this document and fee is being deposited on \_\_\_\_\_ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Signature of Person Mailing Correspondence

Typed or Printed Name of Person Mailing Correspondence

CC: